

Division of Mental Health, Developmental Disabilities and Substance Use Services

DMHDDSUS Advisory Committee: Peer Support Workforce

November 14, 2024

Guidelines for Engagement

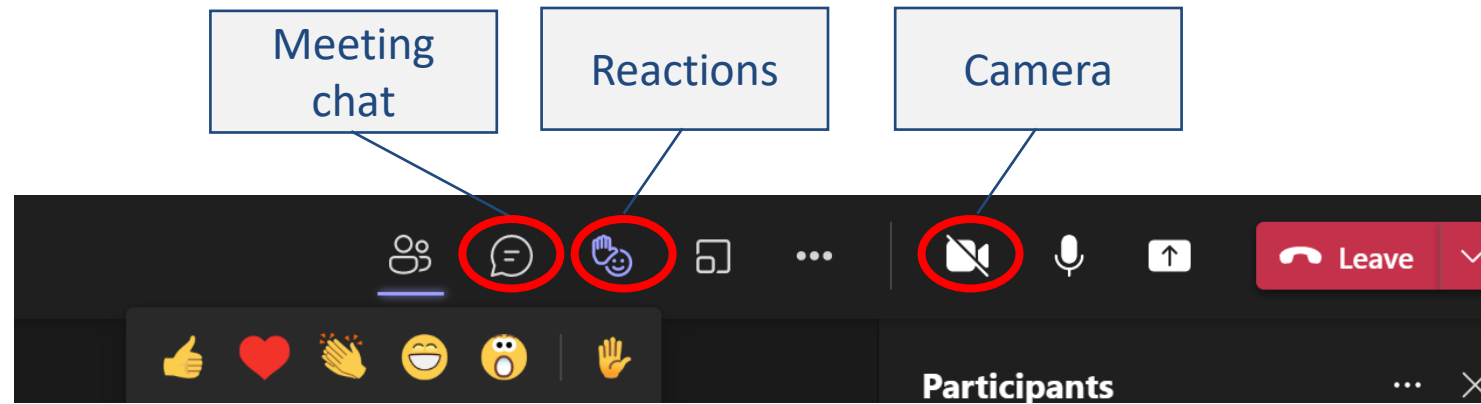
DMHDDSUS is committed to transparency in our work and creating shared spaces to engage in constructive dialogue.

We acknowledge that these topics may be difficult, based on personal experiences and identities, and we honor your willingness to share valuable insight.

- If you have a question, wish to express an idea, or share a concern, please use the raise hand feature or the chat function.
- We ask that you are mindful of time to ensure as many members as possible have a chance to provide input and share their thoughts.
- We may interrupt dialogue to keep the space constructive. One of our staff members will connect you with our DMHDDSUS team for additional conversation offline.

Increasing Engagement

We encourage those who are able to turn on cameras, use reactions in Teams to share opinions on topics discussed, and share questions in the chat.



Agenda

- Who are Peer Support Providers?
- Upcoming workforce development for Providers
- Discussion on Provider needs

Who are Peer Support Providers in North Carolina?

Peer Run Organizations

Peer Run Organizations generally only employ Certified Peer Support Specialists. They rely on grants and/or funding through County, State, or Federal entities to operate.

- Offer a wide range of services such as:
 - Respite (7-14 day stays)
 - Walk-in Centers
 - Living Rooms
 - Refuge Homes (step-down from ERs when they are not in need of a hospital stay)
 - Drop-in Centers to assist with laundry and food security needs
 - Outreach Programs to unhoused populations
 - And more....
- Some have Peer Academies
 - Individual who once received Peer Support Services reaches their recovery goals and then after a year of recovery can complete the program and become a CPSS

Clinical Organizations

CPSS are employed in a clinical organization alongside staff to help bridge potential gaps between the individual served and the clinical team. Generally, bill Medicaid to sustain funding.

- Tend to follow the Medicaid Definition of Peer Support Services:
 - Assist in creating self-identified recovery goals
 - Develop recovery action plans
 - Assist in solving recovery related concerns (i.e. housing, support systems, job skills, and more)
 - Help individual gain independence and knowledge on resources and services in community
 - Assist in learning new skills such as budgeting, coping skills, conflict resolution
 - And so much more....
- These CPSS must have a QP or Licensed Clinician overseeing their work. Medicaid also spells out appropriate ratio guidelines for work loads.
- CPSS supervisors also have specific rules they must follow to include:
 - 90- day meetings with individual being served at the beginning of services
 - Must have knowledge of Peer Support Services
 - Understand the basics of recovery to be able to support the individual being served and more

Peers in Emergency Rooms

CPSS assist individuals who have come into the ER in MH or SU crisis. They work along side the ER staff to help promote a recovery setting for the individual being served.

- CPSS in the ER help the individual with basic Medicaid services
- Assist the individual in understanding the ER process
- Help find resources in the community and make referrals if individual is discharged from ER
- Some hospitals do offer follow-up programs which allow at least one contact with the individual served after their discharge from the hospital setting
 - Can be done via phone, computer, or in the community with EMT staff

Future Provider Assistance

DMHDDSUS in a partnership with UNC-BHS is creating a Workforce Center for CPSS and providers.

What do we already offer?

- Credential Verification – are they a CPSS and is it up to date?
- CPSS Job Board – post any open job available at your agency and it can be sent via a newsletter or email to CPSS in the region
- Supervisor Training
- Complaint Process for filing a complaint on a CPSS

What is coming?

- More extensive Supervisor Training approximately 20-30 hr. virtual training
- CPSS will be able to post on a job board for Providers to find future employees
- Level System of CPSS
- Certification to show Designations
- Specialized training for CPSS to better prepare them for jobs

Discussion

- What is your feedback on the items from the “What is Coming” list?
 - More extensive Supervisor Training approximately 20-30 hr. virtual training
 - CPSS will be able to post on a job board for Providers to find future employees
 - Level System of CPSS
 - Certification to show Designations
 - Specialized training for CPSS to better prepare them for jobs
- Are there other missing elements that could further assist Providers?
- Which of these should be the top priority?